

1. Individual Shipment Insurance Policy Purchase

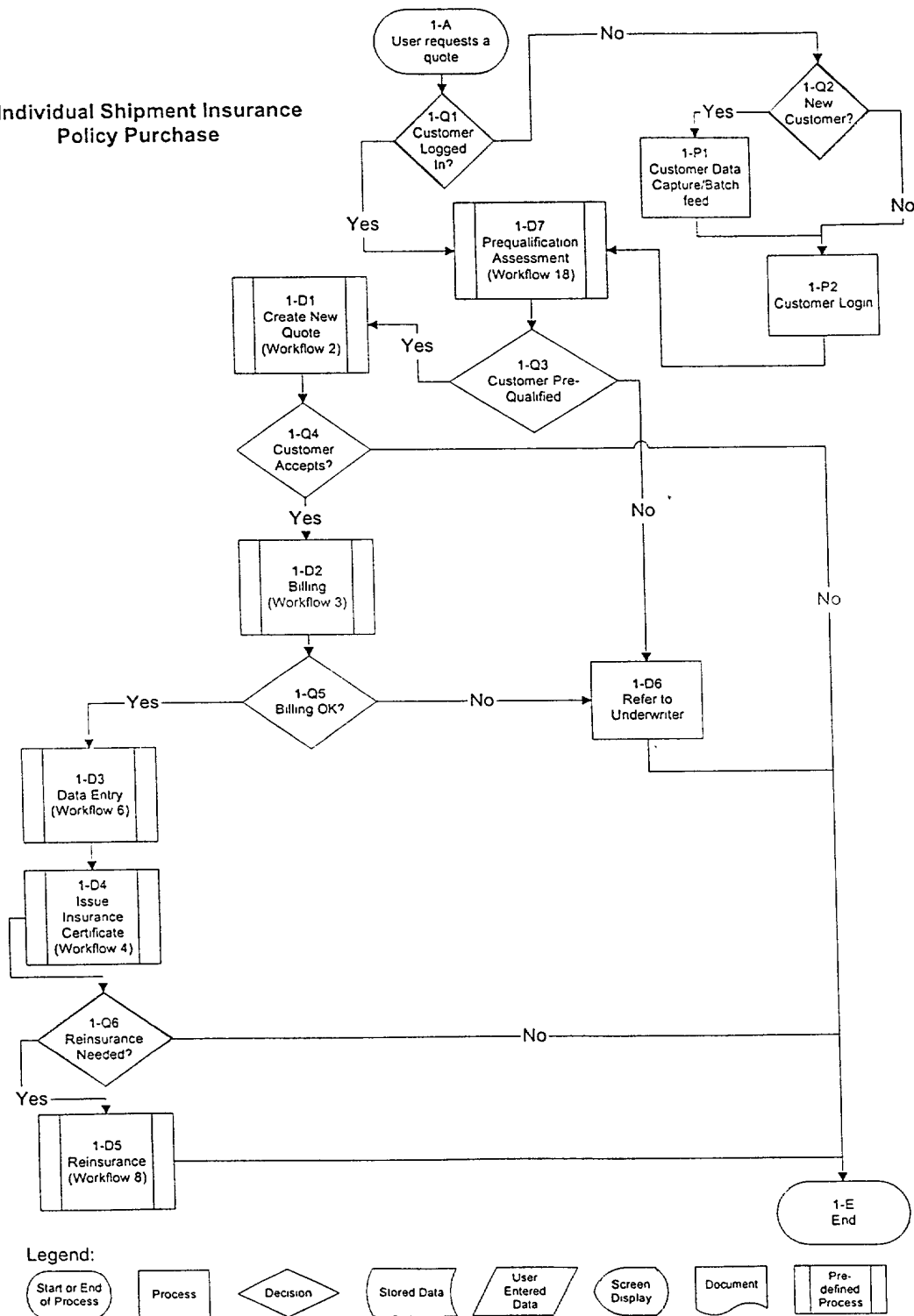


Figure 1

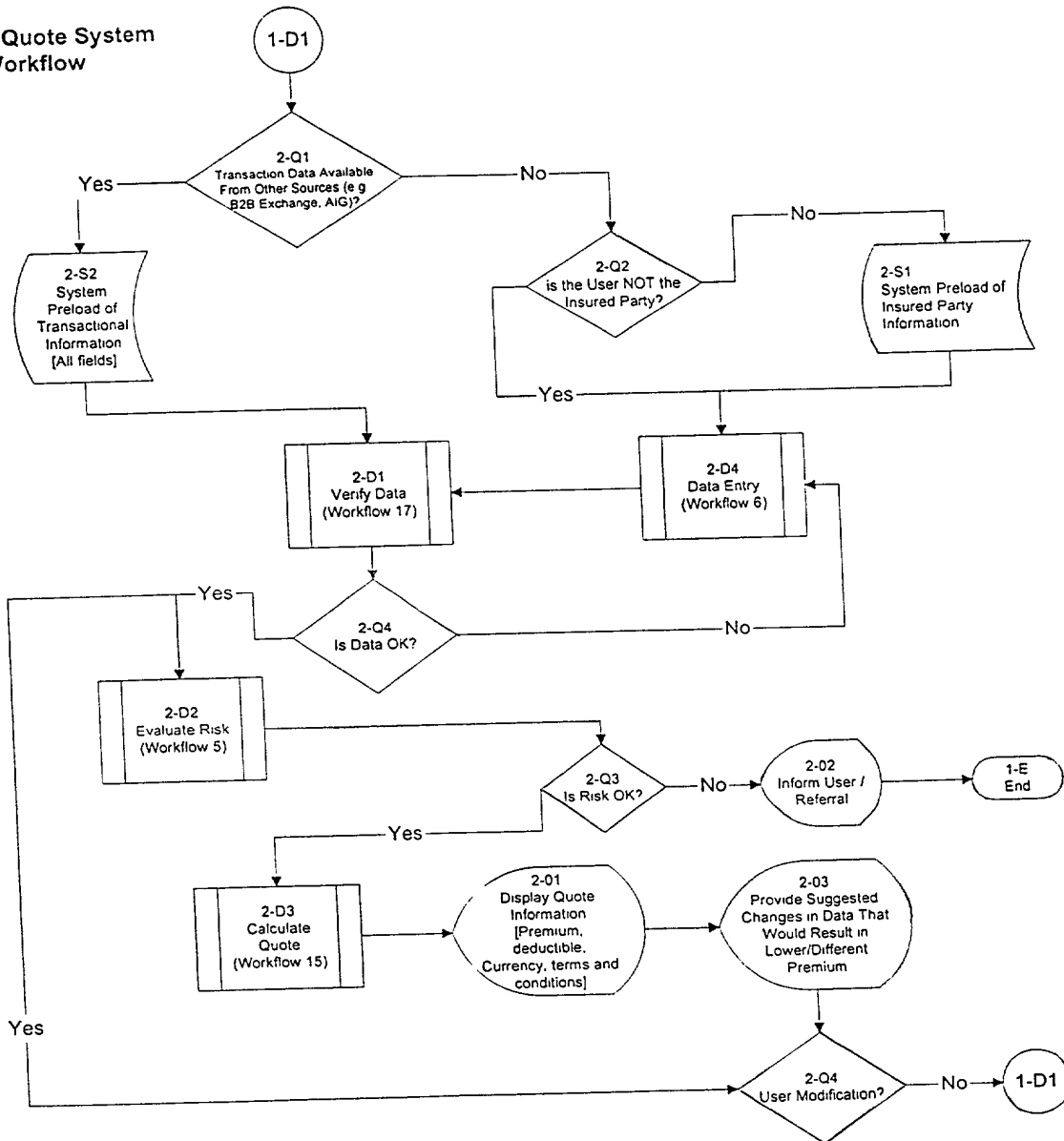
Create Quote System
Workflow

Figure 2

Billing System Workflow

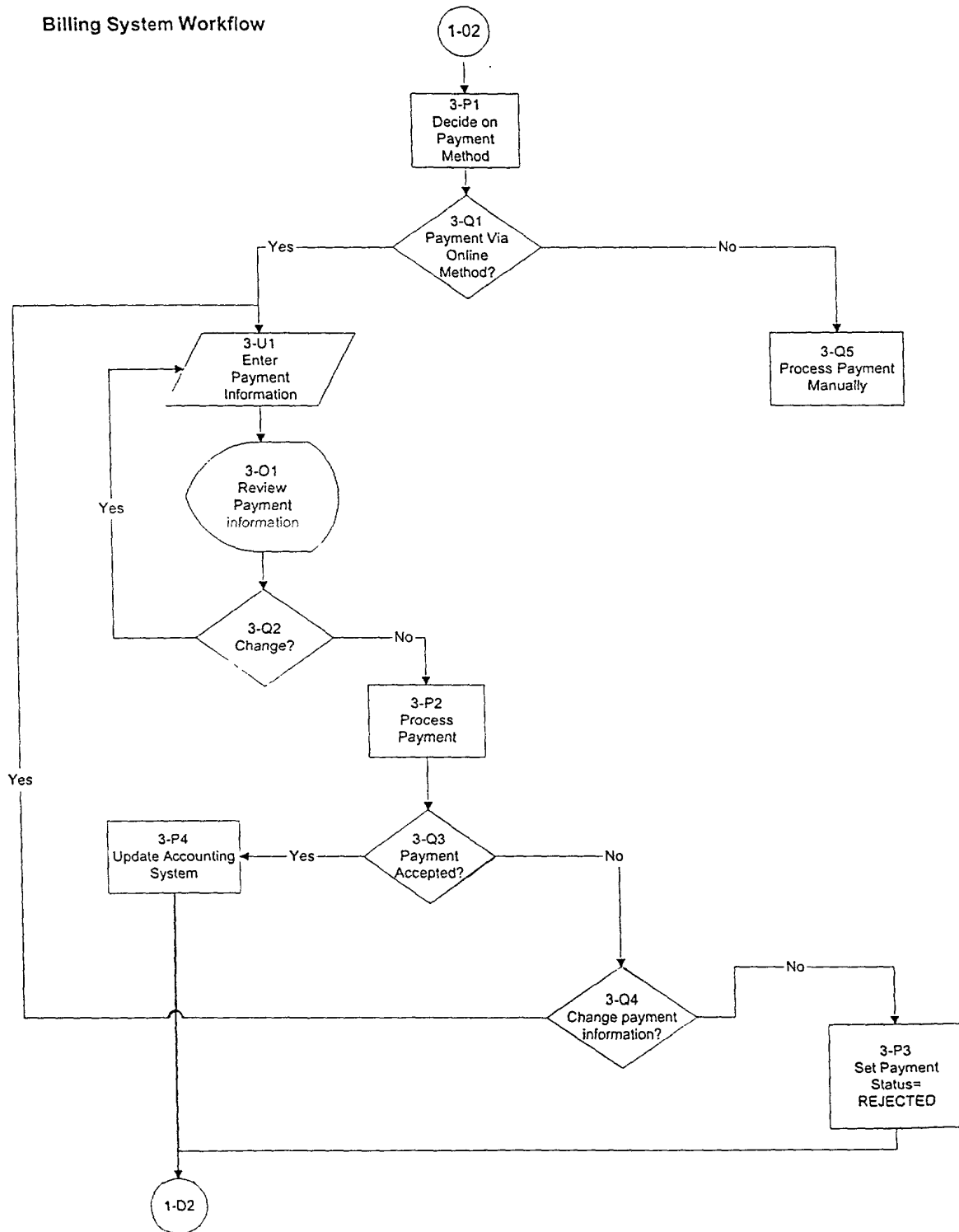


Figure 3

Issue Insurance Certificate

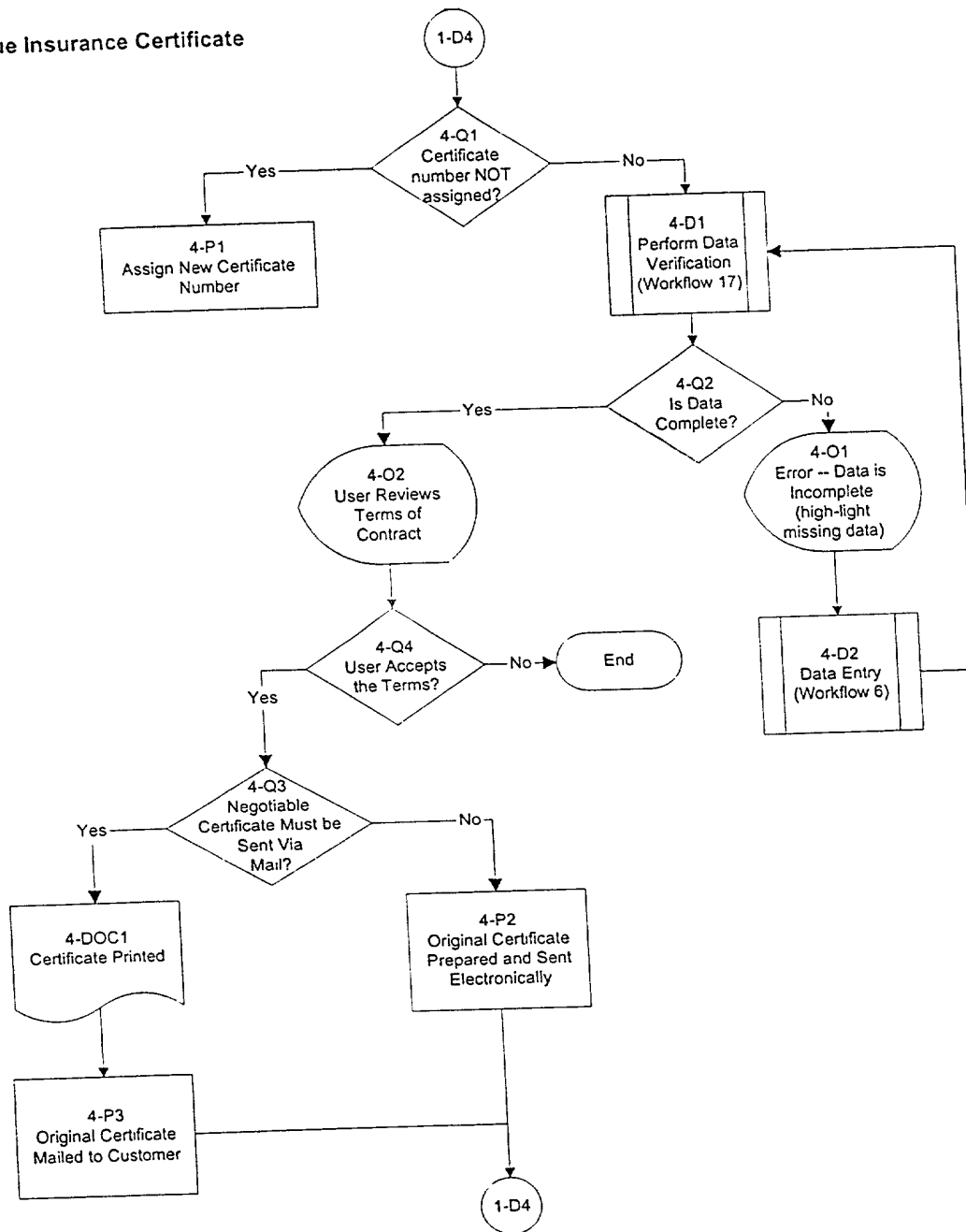


Figure 4

Evaluate Risk

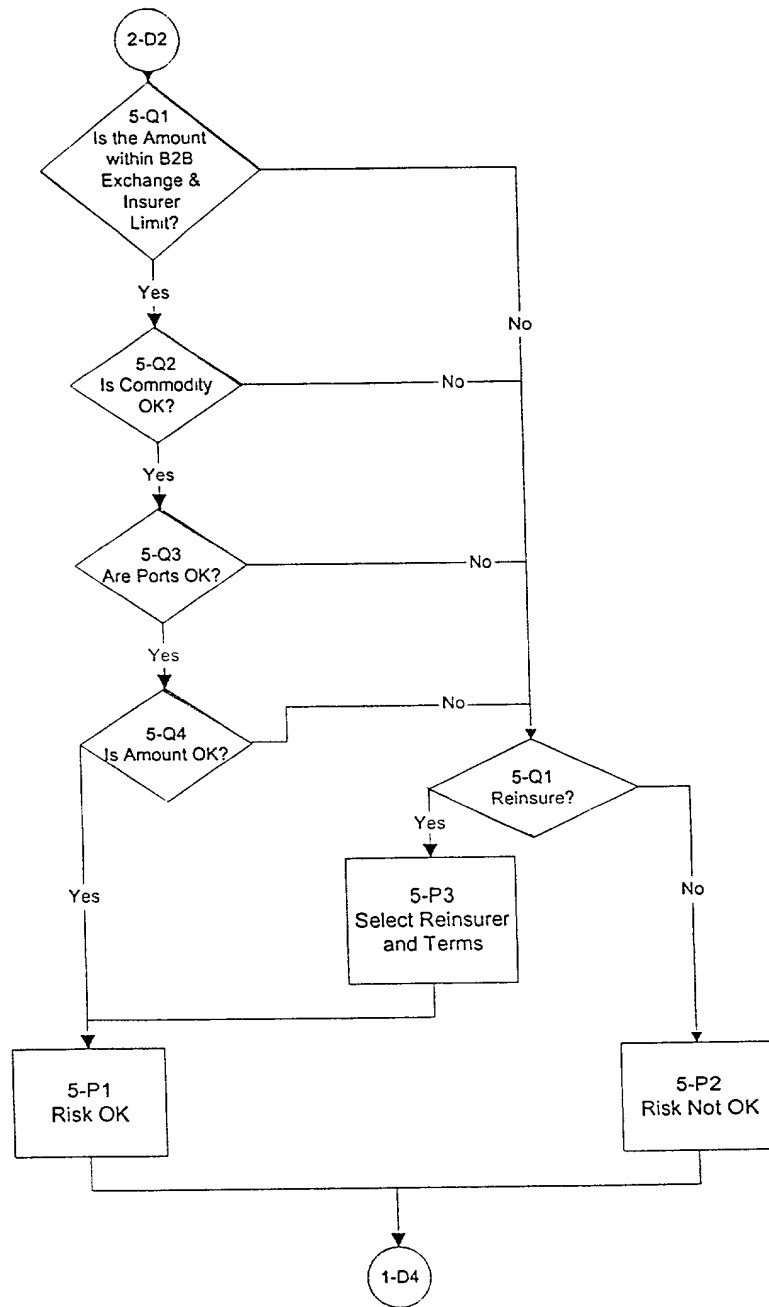


Figure 5

Shipment Detail Data
Entry System Workflow

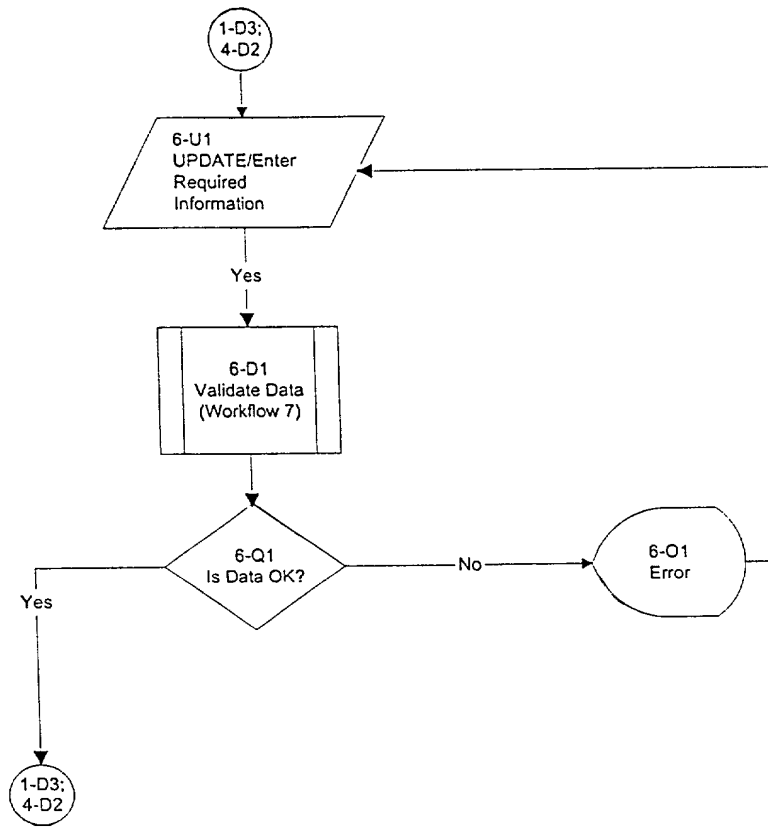


Figure 6

Data Validation
System Workflow

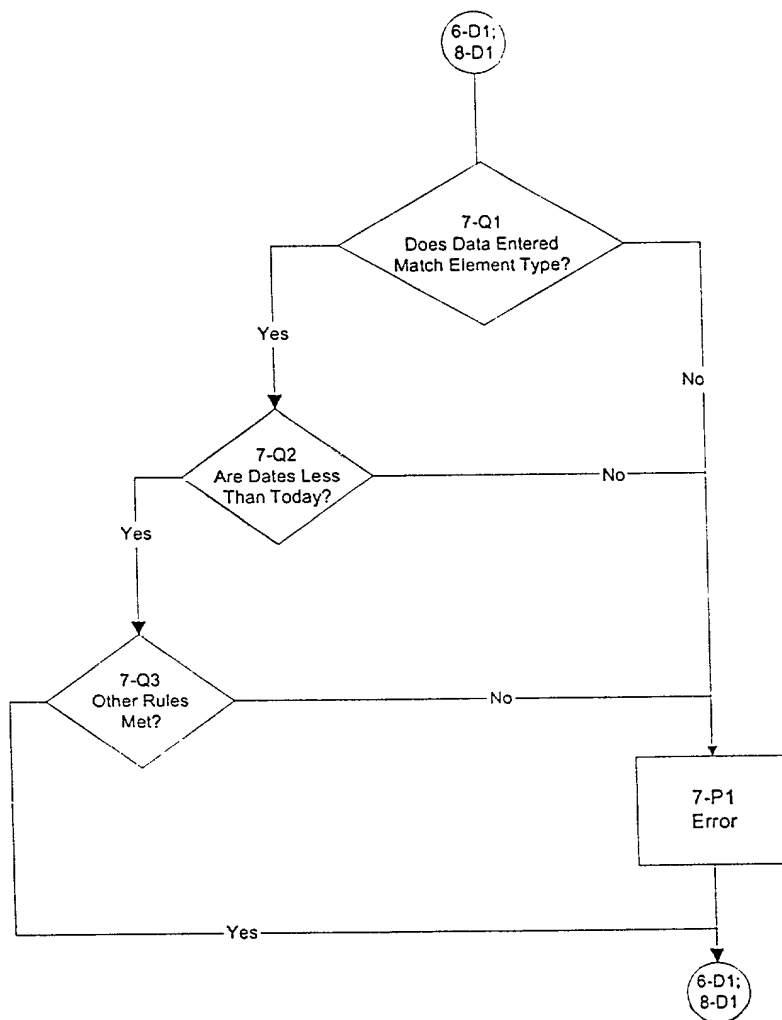


Figure 7

Reinsurance

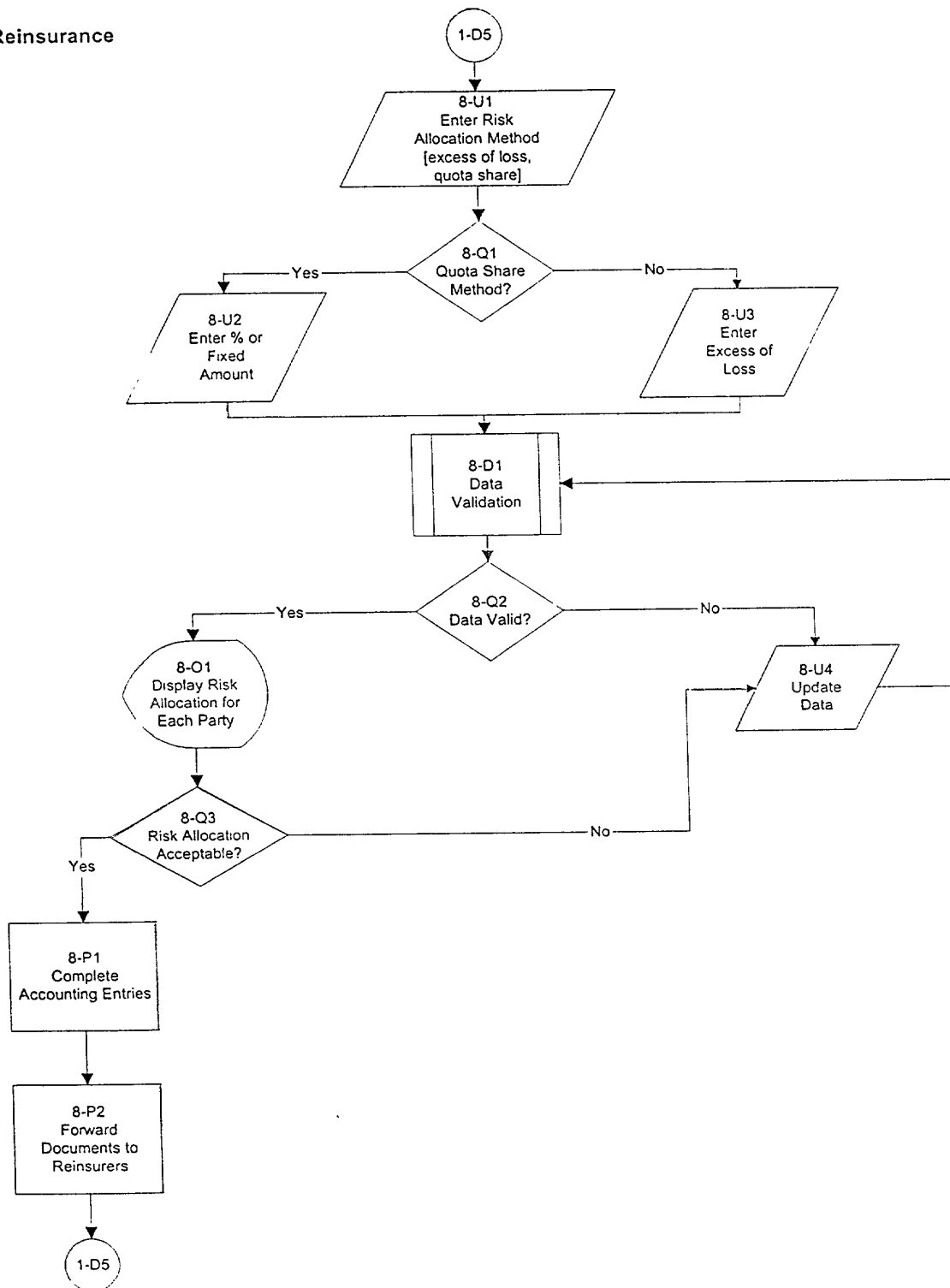


Figure 8

Create Quote

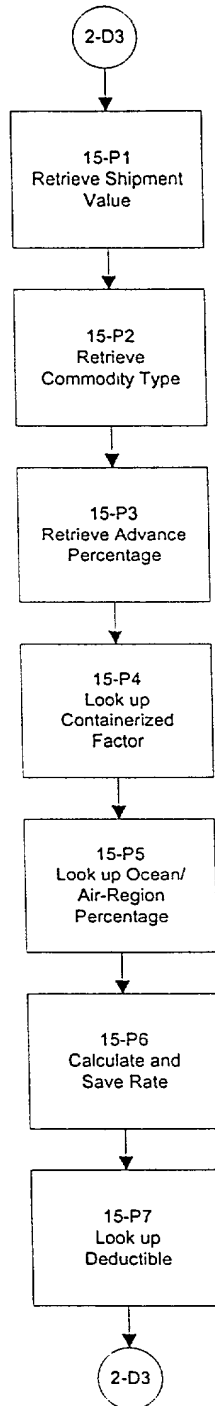


Figure 9

Void Certificate

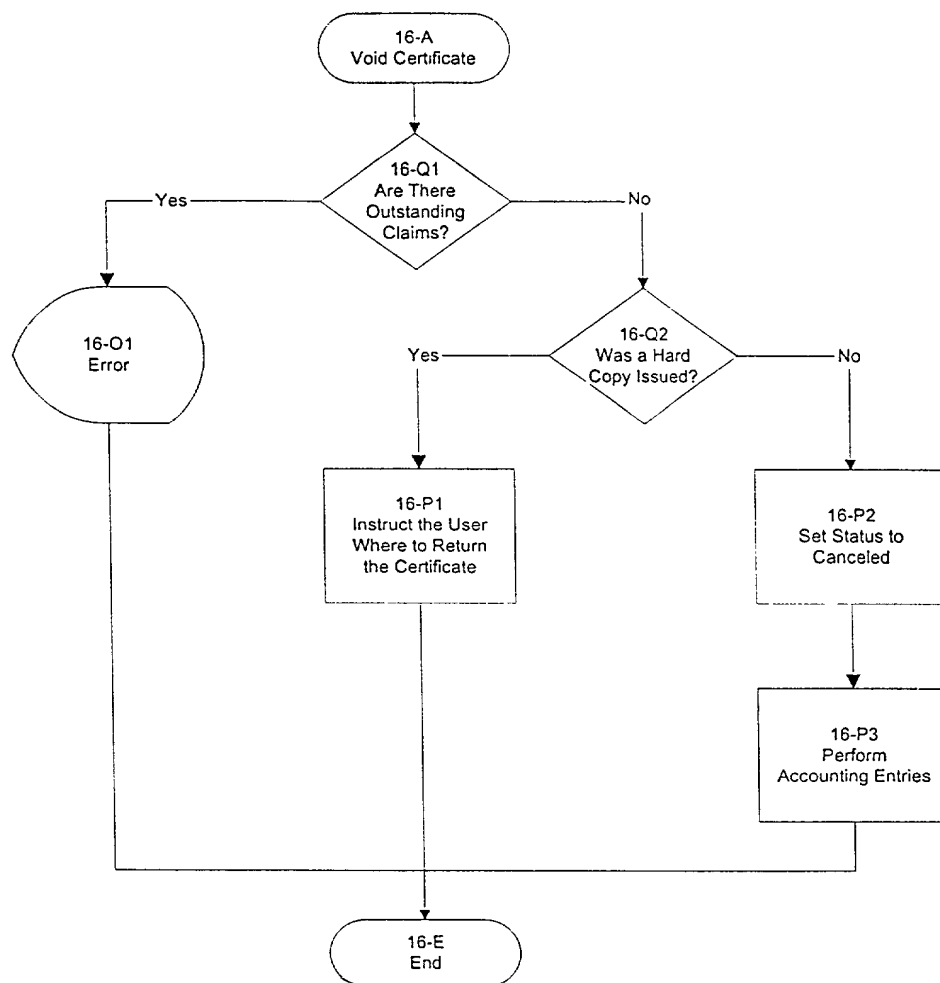


Figure 10

Customer Pre-Qualification

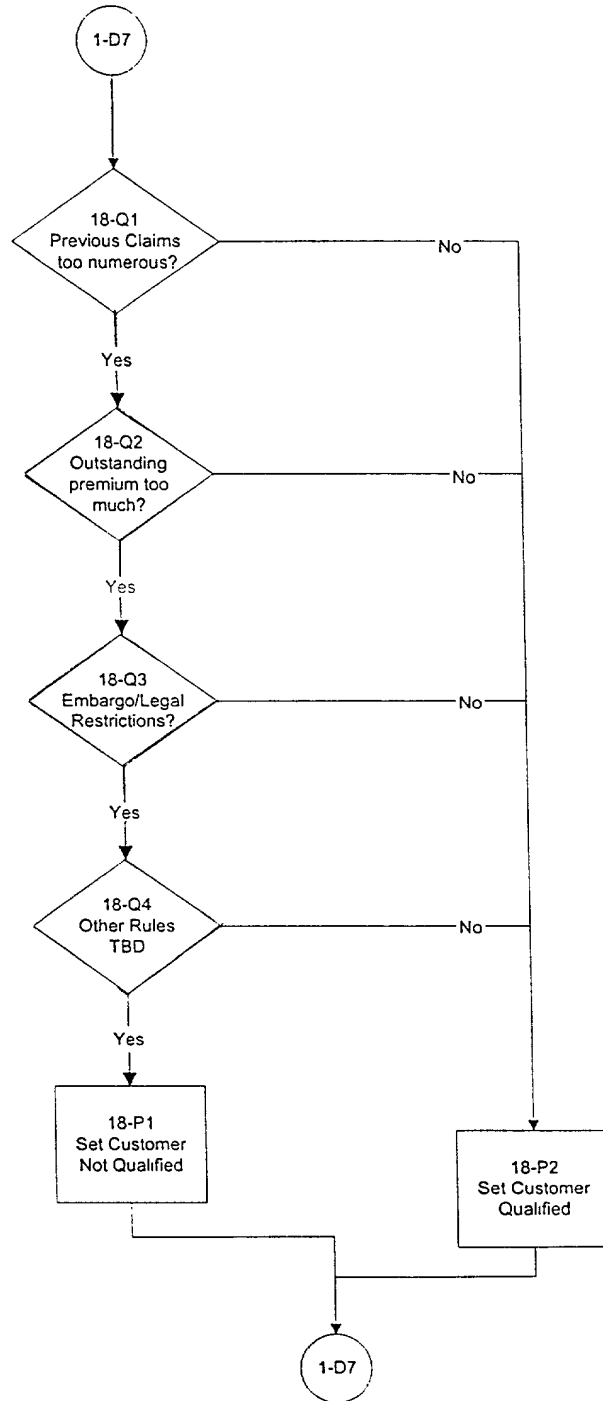


Figure 11

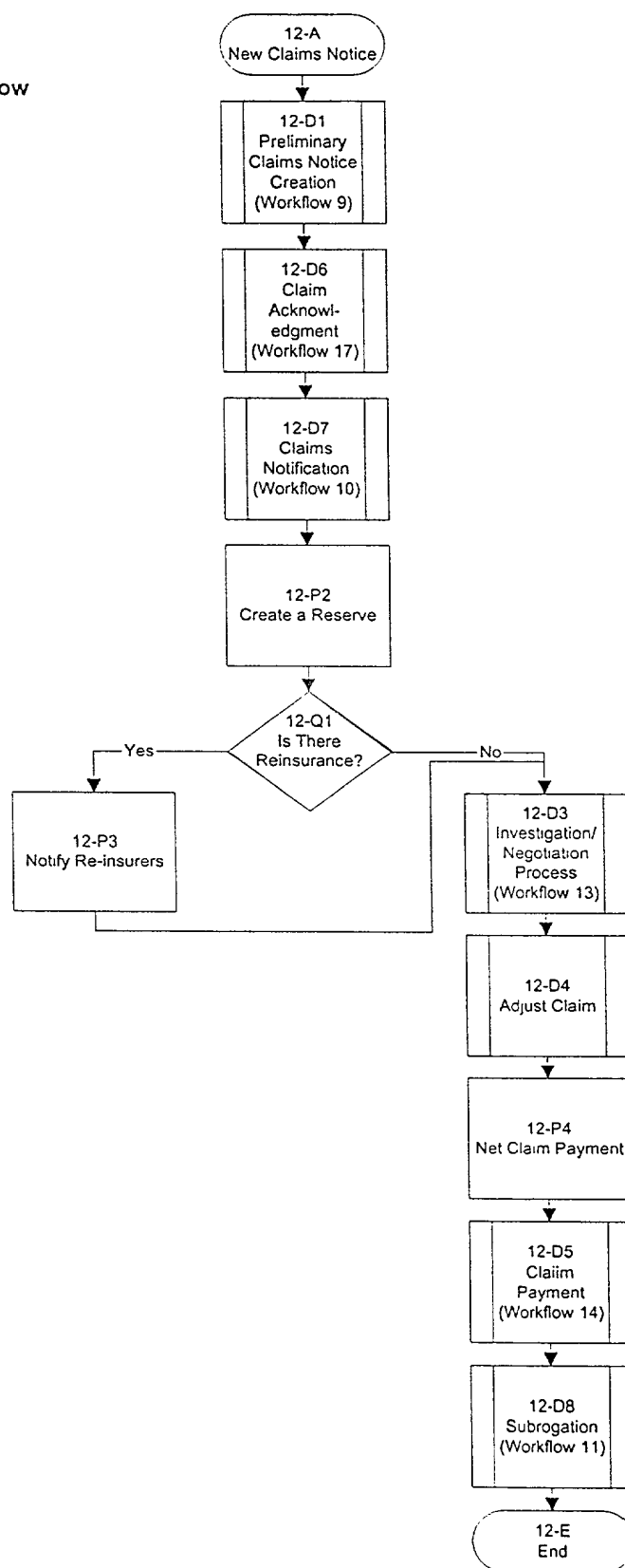
Claims -- System Workflow
Overview

Figure 12

Create Claims Notification

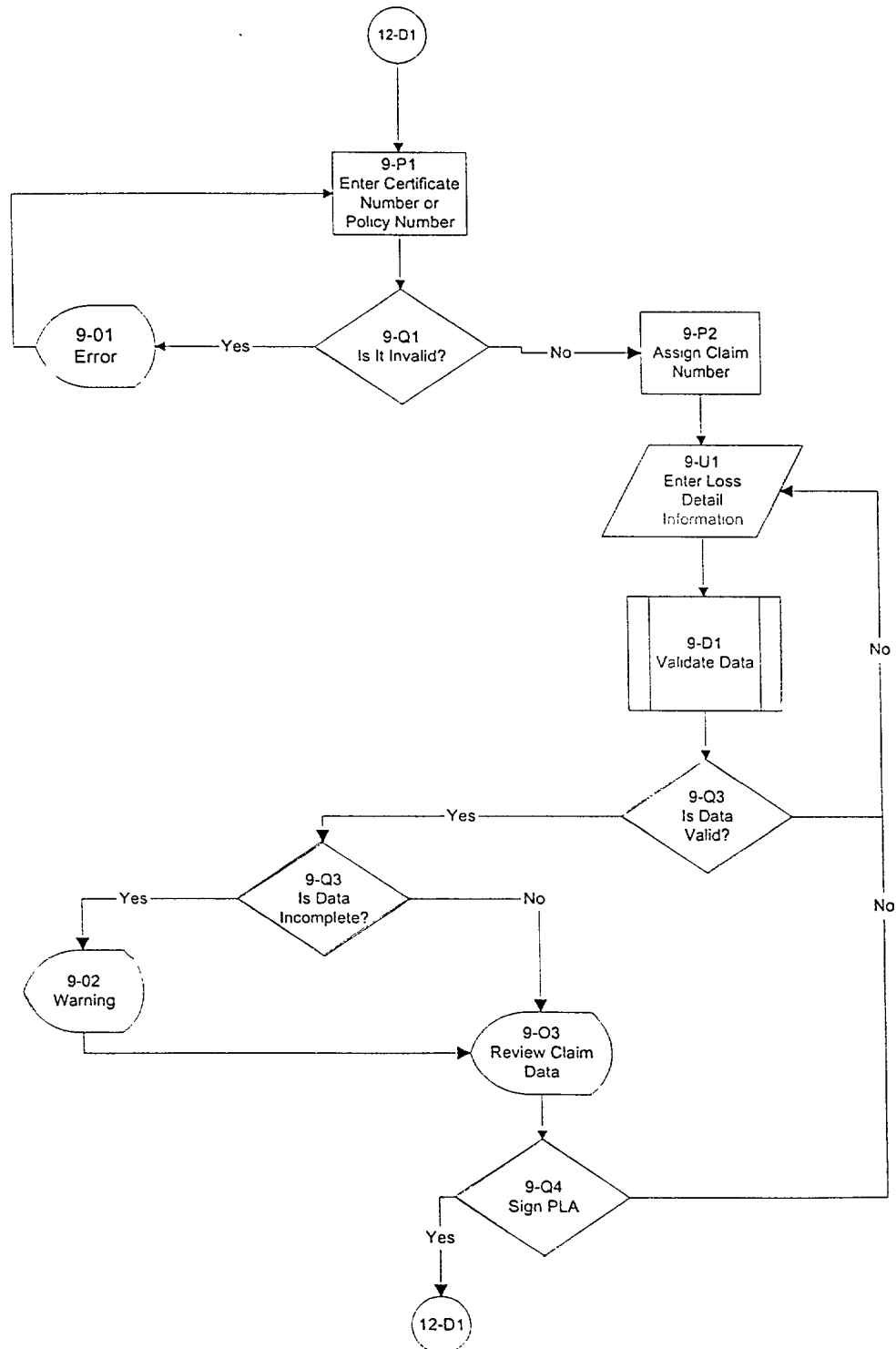


Figure 13

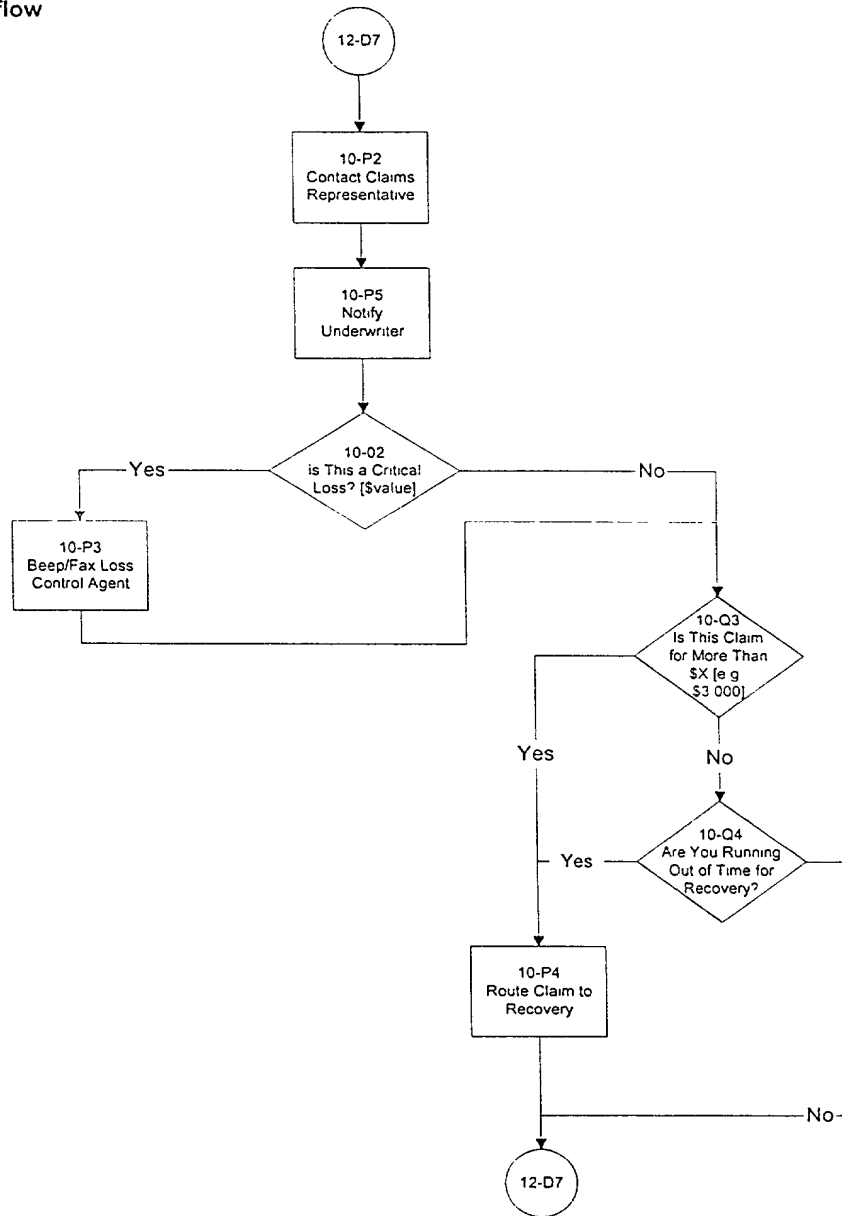
Claims Notification -- System
workflow

Figure 14

Recovery/Subrogation

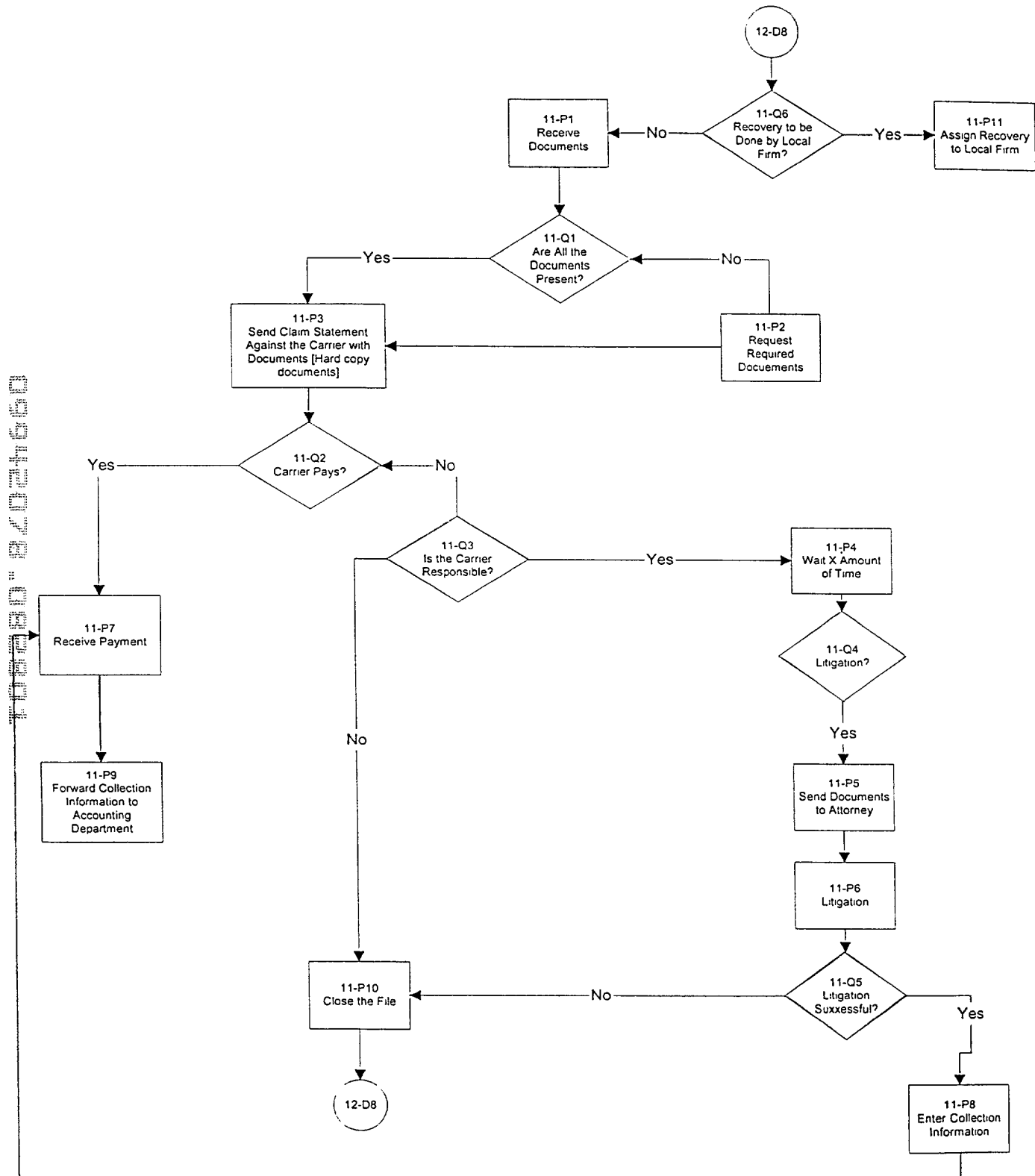


Figure 15

Investigation/Negotiation

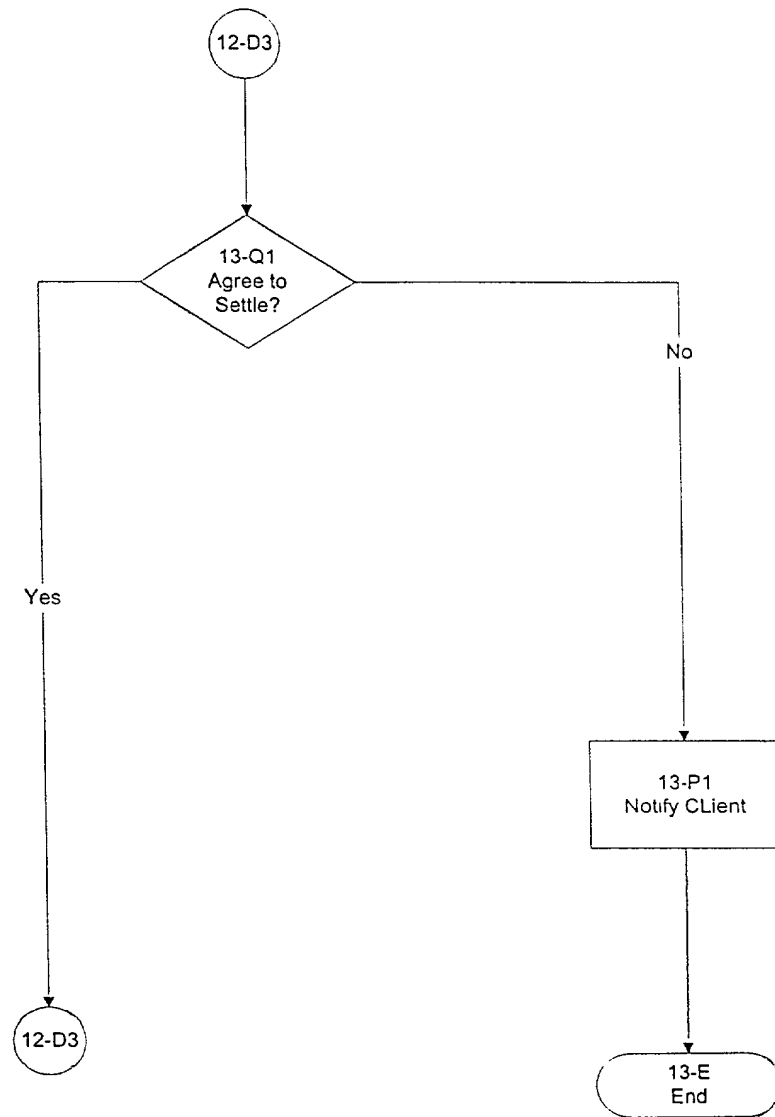


Figure 16

Claim Payment

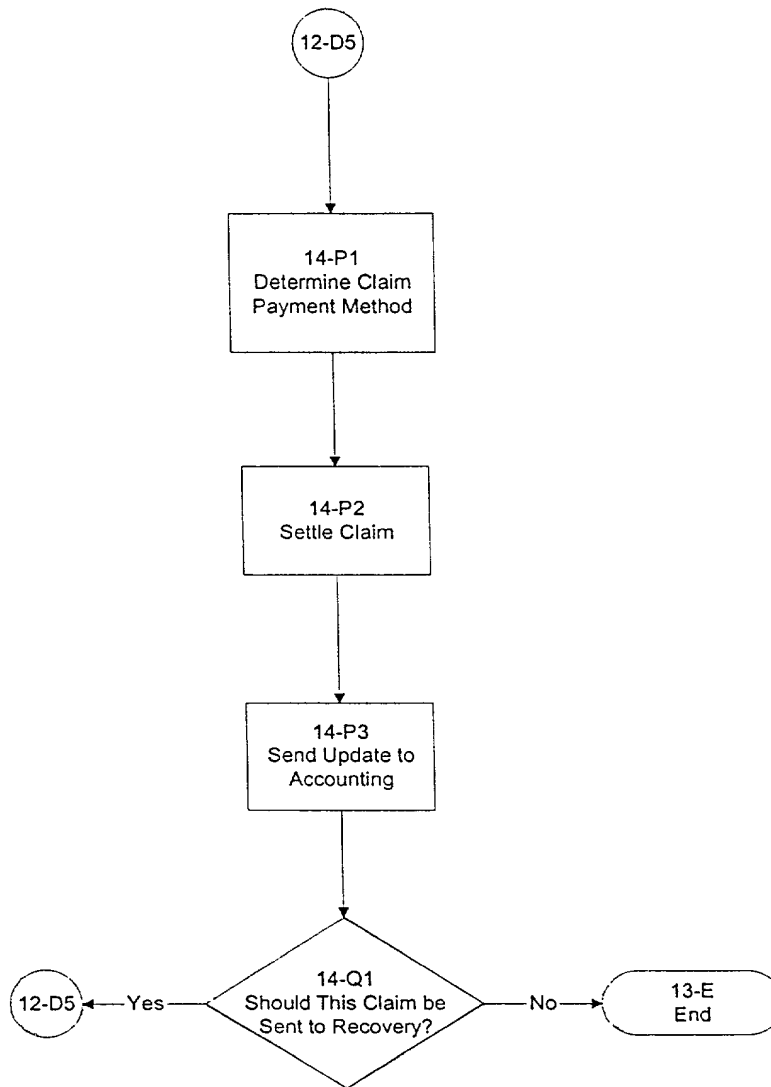


Figure 17

Claim Acknowledgment

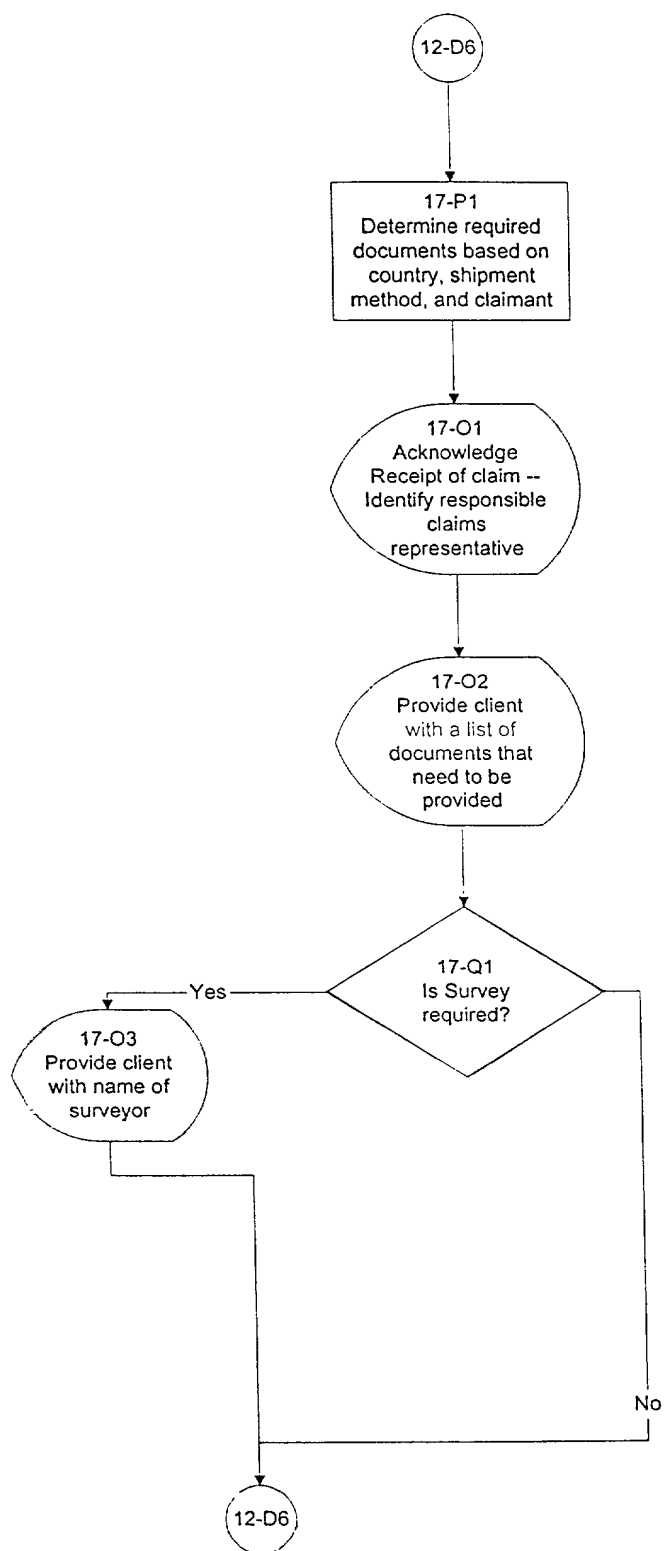


Figure 18